

③ 5 most important reasons I believe that knowledge management is needed within an organization:

- Speed up access to information and knowledge
Knowledge management makes it easier to find the information or the people who hold the information you need. It increases efficiency and productivity and allows you to work better, reducing the tendency to "reinvent the wheel".
- Improve decision-making process
Employees can improve the quality and speed of decision-making by accessing the knowledge of entire organization when they need it. When making decisions enterprise collaboration tools facilitate the access to opinions and experiences of different people,

which may contribute additional perspectives to the choices made.

- Promotes innovation and cultural change
Enable and encourage the sharing of ideas, collaboration and access to the latest information. Knowledge management enables individuals to stimulate innovation and the cultural changes needed to evolve the organization and meet changing business needs.
- Improve the efficiency of an organization's operating units and business processes with faster access to information and resources across the organization, knowledge workers can act quickly.

- Increase customer satisfaction
The sharing of knowledge and cross-collaboration help to increase the value ~~is~~ offered to customers. The organization is able to ~~to~~ give faster answer or shorten the time it take to improve a product or service.